

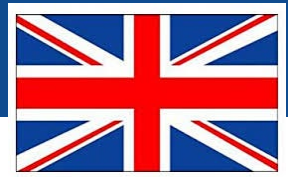
# March of The ~~Bots~~ Digital Workers

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# Agenda

- Who we are – Blue Prism
- Customer dilemma “Leading edge but with no risk” – having cake and eating it
- The One question to ask your automation supplier
- Customer Examples

# Who we are, and What we do?



- We are a multiple award winning British software company that leads the robotics software industry
- AIM listed, 15 years old, with over 1,000 customers globally, the largest robotics deployments
- Differentiate by, scale, security, audit in regulated industries, proven deployments
- Proven process for deployment

***“Our software carries out tasks in the same way that humans do, interacting across systems and processes to deliver business benefit. We create a digital workforce”\****

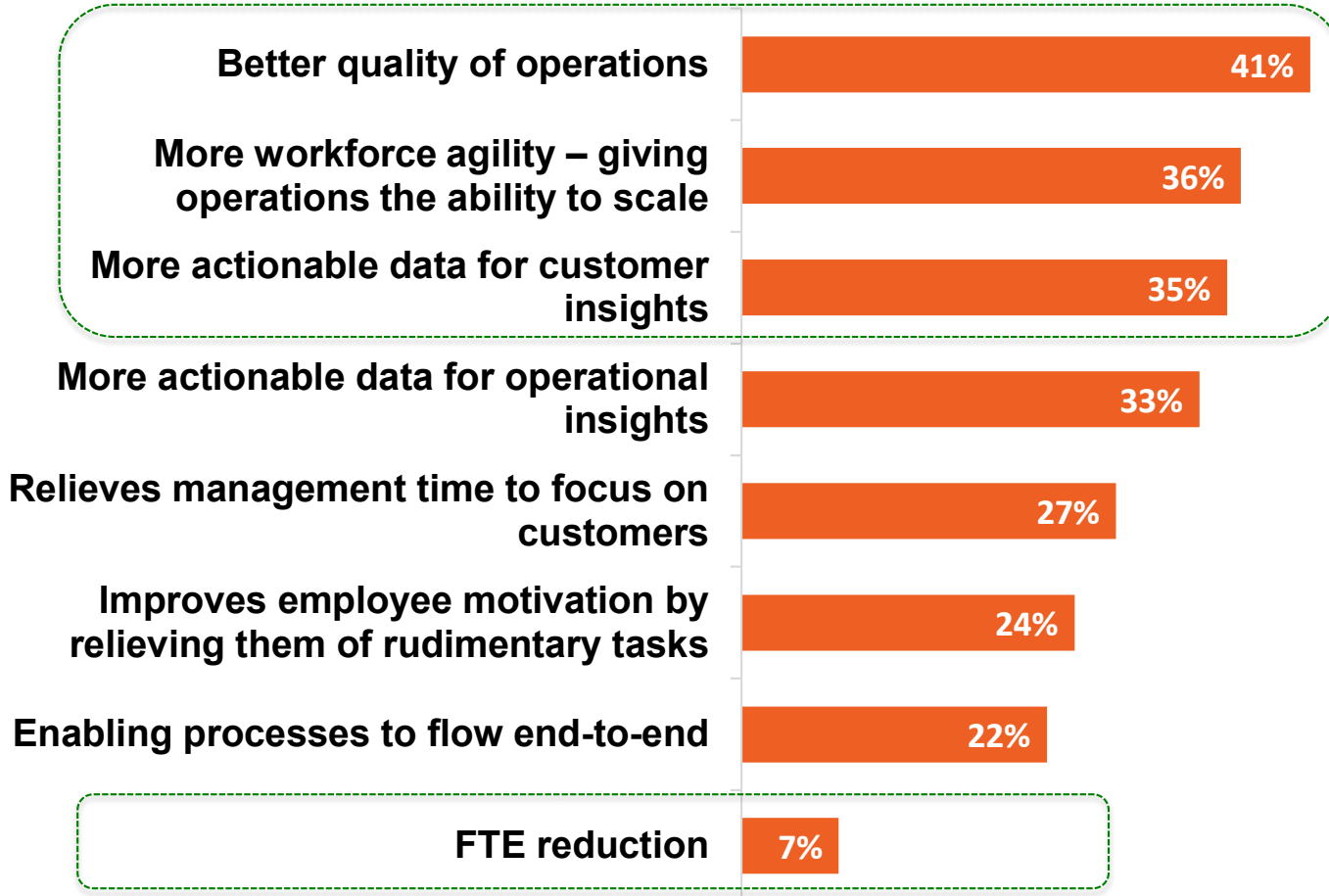
\*Its Fast and Non Disruptive to tech .....Not replacing systems or use API, Connector etc.

# Some Context .....



# RPA Replaces People: Incorrect.

## Expected Benefits from Automation



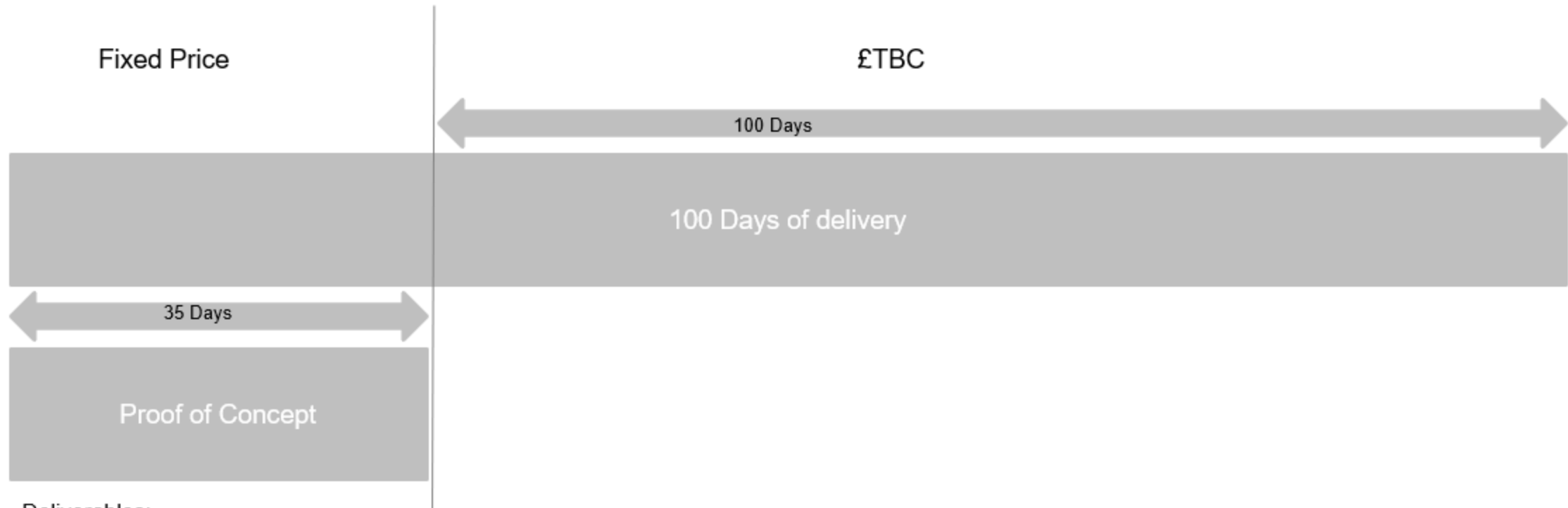
# Supplier Question “How will you make us successful?”

Its all about the questions you ask?

- What you don't see is usually what you usually need
- Making it all work - Centre of Excellence and Robotic Operating Model
- Does it have a secure audit, can the logs be changed, are password shared
- POC, do hands on trials
- Nothing on the desktop
- Customer Success Managers?
- Who does what ? Eg Change who does it ... IT or the business
- Can you build it once then reusable vs. clones, and Coding vs Drag and Drop



# Proof of Concept



Deliverables:

- 1 x Operation Process Inc. Design - Build - Internal Test - Handover - UAT – Deployment
- 10 identified processes for post POC phase
- 100 day documented delivery plan
- Costs for the 100 day delivery plan
- Internal RPA Business Support
- Completed business case for 100 day plan



# Blue Prism Client Credentials - Commercial



LLOYDS BANK



United Utilities



DOW JONES



HSBC

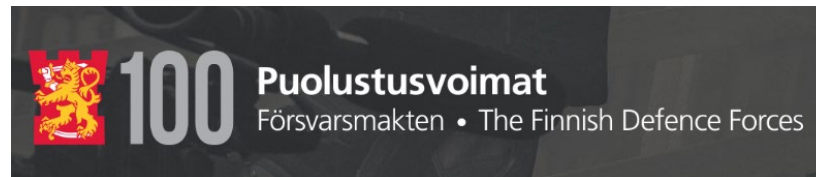
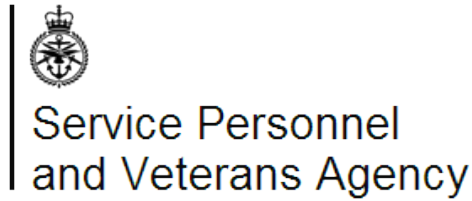


HISCOX



Electrolux

# Blue Prism Client Credentials – Public Sector



## £1 million saved and increased patient safety results from automation of paper based processes



Warrington & Halton NHS Foundation Trust provides health care services across the towns of Warrington, Runcorn, Widnes and the surrounding areas, employing 4,200 staff and providing access to care for over 500,000 patients. Using Blue Prism's core automation platform, the Trust has eradicated legacy paper based processes and reduced clinical staff's involvement in repetitive processes that are critical to patient safety.



### Business Challenge

- The Trust needed to reduce (and ideally eliminate) the manual copying of outpatients' information from one system to another
- Improve patient safety by removing risk of human error when manually transcribing patient outcomes and procedures
- Reduce, and ultimately remove backlogs by reducing reliance on limited staff resources to complete daily tasks



### Deployed Solution

- Phased delivery of Blue Prism's automation platform with a focus on automating high volume processes with simple outcomes
- Blue Prism's Digital Workers are operating in near real-time to avoid inefficient duplication of work with humans
- The automation completes process steps in the Trust's master patient record system in order to reduce number of referrals left open in error



### Value Realized

#### **£1 million saved**

By optimizing data quality & increasing income – while reducing risk of fines.

#### **2-3 FTEs saved**

by facilitated process standardization and elimination of manual processing whilst improved coding standards too

#### **Increased patient safety**

resulting from more timely processing of patients requiring follow-up appointments

#### **Real-time view of outcomes processed**

leads to eradication of manual data processing backlogs



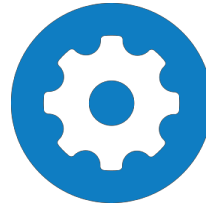
# Automation Enables Rapid Business Transformation

nPower is one of Britain's leading energy companies, and is part of the Innogy group, one of Europe's leading electricity and gas companies. It serves around 5.1 million residential and business accounts with electricity and gas.



## Business Challenge

- nPower was facing huge pressure to reduce back-office costs while simultaneously improving and enhancing customer service.
- Realize substantial back-office cost savings and maximize its legacy systems and resources.
- Upskill the workforce to focus on front-office customer management and retention.



## Deployed Solution

- The enterprise scale Blue Prism solution has enabled nPower to adapt to rapid change, deliver lower project costs and risks compared to conventional IT.
- Created completely new capabilities, rather than just reducing the cost of existing processes.
- Solution creates faster lead times and leverages more lifetime value from legacy systems without capital investments.
- 100+ processes have been automated



## Value Realized

**£10 Million**

Annual savings

**2 Million Hours**

Handled by robots annually

**95%**

Percent of renegotiated expired contract transactions managed by robots

**400 and 2**

Robots managed by people

Thank you

Tom Sagal

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